

NASA
Occupational Health Program
Model Statements of Work



INDEX

Overview	1
1. Occupational Medical Services	2
A. Purpose	2
B. Program Goal	2
C. Statement of Functions and Requirements (including Federal Workers' Compensation)	2
D. Staffing	9
E. Management of Medical Records	9
F. Reports	10
G. Performance Metrics	10
2. Employee Assistance Program	11
A. Purpose	11
B. Program Goal	11
C. Statement of Functions and Requirements	12
D. Staffing	13
E. Management of Records	13
F. Reports	13
G. Performance Metrics	14
3. Environmental Health Program (Industrial Hygiene)	15
A. Purpose	15
B. Program Goal	15
C. Statement of Functions and Requirements	16
D. Staffing	19
E. Management of Records	19
F. Reports	20
G. Performance Metrics	20
4. Health Physics Program	21
A. Purpose	21
B. Program Goal	21
C. Statement of Functions and Requirements	21
D. Staffing	23
E. Management of Records	24
F. Reports	24
G. Performance Metrics	24
5. Physical Fitness Program	25
A. Purpose	25
B. Program Goal	25
C. Statement of Functions and Requirements	25
D. Staffing	26

E. Management of Records	26
F. Reports	26
G. Performance Metrics	27

OVERVIEW

Contract Model Statement of Work for NASA Center Occupational Health Programs

The Office of the Chief Health and Medical Officer (OCHMO) recognizes that each NASA center manages its Occupational Health Programs differently. This is primarily due to the distinctly different missions of each center and factors such as type of operations, physical size, worker population, etc. At some centers, the Environmental Health function may be completely performed by NASA personnel, while at other centers it is managed by NASA personnel, but the function is outsourced to contractor personnel. In the Occupational Medicine area, almost all the centers contract out the service. Outsourcing of this function has resulted in stand-alone contracts at the individual centers that do not provide continuity, standardization, same level of quality, or availability of services across the Agency.

In response to this concern, the OCHMO has developed model statements of work (SOW) for the five primary elements of a Comprehensive Occupational Health Program Contract. The five elements are 1) Occupational Medical Services (including Federal Workers' Compensation), 2) Employee Assistance Program, 3) Physical Fitness Program, 4) Environmental Health Program and 5) Health Physics Program. The intent was to state the basic contract requirements of a comprehensive Occupational Health Program for each program element.

The approach taken in drafting these model statements of work was to include all that would probably be needed at a center. It is understood that these SOWs would need to be tailored to meet the individual center's unique needs. In most cases the tailoring of the document will require modification involving the omission of services not required and in some cases the addition of special service requirements to ensure a center's unique needs are met in a particular area of Occupational Health Program support. The intent is not to make every center conform exactly to one SOW, but to ensure that all centers have the same core elements of a comprehensive Occupational Health Program. Such a program will help facilitate the movement towards program standardization across the Agency, and subsequently improve the overall quality of the program.

Model Statement of Work

1. Occupational Medical Services

A. Purpose

It is NASA policy to offer a comprehensive Occupational Medicine Program that meets the provisions of *NPD 1810.2B, NASA Occupational Medicine Program*. The NASA Occupational Medicine Program (OMP) provides acute care for NASA employees and contractors who become ill or are injured while on Center. Where work is continuous, some level of rapid emergency response will be required around the clock. The type and level of emergency medical services will be determined by factors such as the nature of the work performed, the time of the day work is performed (episodic, shift, continuous), the work environment (including foreign travel), inherent hazards of the work setting, and availability and proximity of off site emergency medical services. The OMP also provides occupational and preventative health services to maintain and improve the health of the NASA employees with a focus on the prevention, diagnosis, treatment and care of illness and injuries caused or aggravated by the work environment

B. Program Goal

The goal of the Occupational Medicine Program is to promote health and wellness and minimize absenteeism and reduced productivity due to partial physical disability, permanent disability or premature death. In order to reach these goals the contractor will:

- Provide acute care to ensure rapid diagnosis and treatment of injuries and illnesses to minimize disability.
- Ensure compliance with the medical monitoring and job certification examinations required by the Occupational Safety and Health Administration (OSHA), Federal Aviation Administration (FAA), and other regulatory agencies and NASA-specific requirements.
- Identify and minimize risks associated with the premature onset of disease and assist with the early detection of risk factors for preventable diseases.
- Work with other programs to reduce lost time due to injuries and illness.
- Safeguard the health of NASA employees and contractors who are on international travel and duty assignments.
- Support and maintain optimal physical and mental well being by offering health education and wellness services to facilitate employee awareness, increase health knowledge, and support behavioral modification.
- Provide nutrition education/awareness programs to assist employees in controlling risk factors associated with diseases such as diabetes, obesity and lipid disorders.

C. Statement of Functions and Requirements

The medical clinic requirements for NASA employees, contractors and visitors includes the provision of emergency medical, occupational medicine and preventative health services in compliance with State and Federal requirements. The clinic shall be maintained and operated in accordance with NASA standards and management-directed principles of the *NASA Medical Quality Assurance Program*.

- The medical clinic will be available for employees Monday through Friday during normal center hours of operation, excluding Federal holidays and offer the following services:
 - Provide HIPAA compliant patient record confidentiality.
 - Follow NASA's Record Management and Records Reporting Schedule requirements.
 - Provide Emergency Care and assist in Emergency Preparedness and Response
 - Provide acute Medical Care of Work Related Illness and Injury
 - Provide initial emergency response, medical diagnosis and treatment for civil service personnel, contractor personnel, or visitors who become ill or who are injured at the Center during business hours.
 - Determine the appropriate means of safe patient transport.
 - Integrate Occupational Health Acute Care capabilities into the center wide emergency response plan.
 - Prepare for emergency situations including the potential for natural disasters and incidents involving BCRN (Biological, Chemical, Radiation, Nuclear) agents or Weapons of Mass Destruction (WMD).
 - Participate in center emergency response drills and exercises.
 - Conduct periodic drills for OMP clinic and health fitness center staff.
 - Oversee the center wide Automated External Defibrillator (AED) Program (responsibility of the Medical Director), and medical oversight/review for any Emergency Medical Services programs.
 - Ensure the center wide AED Program is written, approved, and meets the requirements of the *NASA AED Program Guidelines* (responsibility of the Medical Director).
- Initial On-Site Treatment of Civil Servant Occupational Injuries or Illnesses (Federal Workers' Compensation)
 - Provide treatment for occupational injuries or illnesses, within the medical/nursing capabilities of the staff of the OMP clinic during normal business hours including participants of on site physical fitness activities.
 - Refer to an appropriate facility, or to their personal physician, when treatment is beyond the scope of the OMP clinic.
 - Interface with the employee's treating physician as necessary, including assistance with the completion of any forms required by the Office of Worker's Compensation Program (OWCP) or other insurance, and State or Federal health forms.
- Initial On-Site Treatment of Occupational Injuries or Illnesses (Contractors)
 - Provide diagnostic and medical treatment, primarily of a first aid nature at the clinic and within the scope of the clinic capabilities and functions.
 - Refer occupational illness or injury that results in lost time to the employer's designated occupational physician or clinic.

- Acute Non-Occupational Injury or Illness
 - Provide initial on site assessment of acute non-occupational injury or illness within the medical/nursing capabilities or function of the staff.
 - Offer medical treatment for acute non-occupational injury or illness when these services do not interfere with the treatment of occupational-related illnesses or injuries or other primary functions.
 - Refer employees to their physician for further treatment as appropriate.
 - Provide a resting and observation area for any employee experiencing physical distress until acceptable arrangements are made to transport home or to their private physician.
- Workers' Compensation Case Management (Civil Service Personnel)
 - Institutes a case management program in accordance with NPR 1840.1 and facility medical, safety, and human resources offices.
 - Staffing: Each NASA Center and NASA Headquarters will designate a Workers' Compensation officer who will receive adequate training in the Federal Workers' Compensation program.
 - Administration of the Federal Workers Compensation program, including:
 - Ensuring timely filing of injury/illness forms
 - Maintenance of records and providing quarterly reports as required by the Office of Workers' Compensation Programs (OWCP)
 - Reporting accidents/injuries to facility management and NASA Headquarters
 - Advising employees on program and rights and responsibilities for work-related injuries/illnesses Inform employees (patients) of their rights to claim possible treatment and compensation by the Government for their injuries, pursuant to the Federal Employees' Compensation Act (FECA).
 - Providing employee information regarding the established procedures for reporting the circumstances of occupational injuries and illness, including how to file a claim.
 - Preparing medical sections of accident, insurance, and health reports required by OSHA and OWCP.
 - Assisting injured employees throughout the medical treatment and claim process.
 - Managing workers' compensation cases to determine appropriateness of medical care, monitoring employees' recovery process and facilitate early return to work with work limitations and accommodation in accordance with NPR 1840.1, Management of Workers' Compensation Injuries and Illnesses.
- Return to Work Evaluations
 - Conduct interviews and/or perform return to work medical evaluations for civil servants whose absence was in excess of five (5) working days, or at the request of Human Resources or the employee's manager.

- Health Maintenance Examinations (Civil Service Personnel)
 - Criteria will be the most recent publication of “Guidance for Standardization Preventative Medicine/Wellness Examinations” issued by NASA Chief Health and Medical Officer (CHMO) or NPR 1800.1, NASA Occupational Health Program Procedures.
 - Offer complete physical examinations every three (3) years and include the following components:
 - Complete history and physical examination by a physician or nurse practitioner
 - Vital signs including weight, blood pressure, and pulse rate and rhythm
 - CBC and fasting blood chemistry profile to include glucose, and complete lipid profile (total cholesterol, LDL, HDL, triglycerides and total cholesterol/HDL ratio)
 - Urinalysis
 - Hemocult
 - Visual acuity
 - 12 lead ECG
 - Pelvic and Pap test for females and breast exams
 - Menopause counseling for females after age 45
 - PSA for males over age 50
 - Mammograms, age appropriate (*facilitated either by a contract for mobile mammography where available or referral to a fixed facility since most FEHB insurance providers cover a preventive screening mammogram at 100%*) with periodic follow-up and breast self-examination education*
 - Baseline hearing and pulmonary function examinations with follow-up exams, if clinically indicated
 - Baseline cardiac stress test and follow-up as medically indicated
 - Sigmoidoscopy for individuals over age 50 and over age 40 if history of colorectal cancer
 - Skin-fold or BMI
 - Offer Limited or Partial Physicals in the interim years and include the following components:
 - Partial physical including examination and interim history
 - Vital signs
 - Fasting blood chemistry profiles
 - Urinalysis
 - Hemocult test
 - Testicular examination annually for males over age 40
 - Pelvic and Pap tests and breast exams for females
 - Prostate examinations annually for males over age 50
 - Mammograms (** see above notation under Complete Physicals*)
 - ✓ Initial baseline at age 40
 - ✓ Annually for women age 40 to 49 whose medical history indicates a high risk

- ✓ Annually for women age 50 to 70
- Provide follow-up and monitoring of abnormal findings detected as a result of NASA health maintenance examinations within the scope and schedule that follows:
 - Hypertension: Offer blood pressure evaluation and referral, as well as consultation with their private physician until adequate therapeutic control has been established.
 - Hyperlipidemia: Offer quarterly review with referral to and consultation with their private physician until adequate therapeutic control has been established.
 - Substance Abuse Problems: Provide counseling and/or referral to EAP for employees where possible substance abuse is suspected through medical observation, interview or supervisor recommendation.
 - Other Conditions: Conduct follow-up and interim medical histories of employees having conditions requiring treatment by their private medical provider.
- Occupational Related Examinations
 - Provide occupational related examinations including pre-placement, surveillance, job certification, special purpose and other examinations as medically necessary that meet the requirements of the NASA Occupational Health Program Procedures, NPR 1800.1, Occupational Safety and Health Administration (OSHA), Federal Aviation Administration (FAA), Department of Transportation (DOT), American National Standards Institute (ANSI), Nuclear Regulatory Commission (NRC), NASA standards and other regulatory agencies.
 - Utilize NIOSH criteria documents as guidelines for medical surveillance of exposed personnel, in the absence of a regulatory or a NASA standard.
 - Coordinate with the Safety/Industrial Hygiene Officer to take appropriate corrective action following the receipt of alerts relative to newly recognized health hazards, carcinogens, mutagens, etc.
- Health Hazards
 - Respond to medical inquiries and complaints relative to health hazards in coordination with the Safety/Industrial Hygiene Officer.
 - Perform regular job site inspections of buildings and work areas for potential health hazards in conjunction with the Safety/Industrial Hygiene Officer.
- International Traveler Health Services
 - Provide a physical examination, travel consultation and advice to employees who have been assigned to international travel and duty assignments.
 - Provide immunizations required by local, State, Federal and international laws or regulations.
 - Certify international medical clearances from private medical physicians.

- Offer other immunizations compatible with good public and preventative health initiatives or as requested by NASA.
 - Refer employees to local clinics when vaccines cannot be stocked or are unavailable, and advise that the costs of services may be reimbursed.
 - Provide an appropriately stocked overseas supply kit to the international traveler upon request.
 - Provide information on emergency medical evacuation services to civil servants prior to travel on international assignments
- Immunizations
 - Offer occupational health related immunizations compatible with good public health and preventive medicine initiatives on a voluntary basis to civil service personnel.
 - At a minimum, offer influenza shots to high-risk employees during the flu season in accordance with the Centers for Disease Control and Prevention (CDC) guidelines and vaccine availability.
- Administration of Prescribed Medication
 - Offer the administration of prescribed medications (e.g., allergy shots) to employees to minimize time away from work.
 - Administer prescription and over-the-counter medications in accordance with the NASA Medication Management Guidelines and State and Federal regulations.
- Medical Clearance for Health Fitness Center
 - Provide required medical clearance to identify any potential or actual health problems and minimize risks.
 - Provide periodic medical clearance for Health Fitness Center participants based on established protocols.
- Health Promotion and Wellness Programs
 - Establish a health education and wellness program to encourage employees to maintain and improve personal health practices.
 - Participate on the NASA Health Promotion and Wellness Team and support Agency wide quarterly health promotion topics.
 - Support a wide range of health awareness, health education, behavior modification, and health promotion activities on a variety of health topics.
- Medical Consultation
 - Provide medical advice and support to committees, programs, activities and Center management.
- Medical Supplies and Equipment
 - Maintain appropriately dated supplies and materials sufficient to ensure high quality performance of the contract.

- Maintain medical equipment according to manufacturer's recommendations.
 - Inform the COTR of any medical equipment deterioration and the need for replacement or repairs.
 - Provide the COTR with repair or supply sources and arrange for any necessary repairs to equipment after obtaining approval.
 - Notify NASA's Chief Health and Medical Officer of any significant (>20%) decrease in capability (personnel, equipment, data retrieval, budget, etc.).
- Clinical and Laboratory Services
 - Provide or contract with an accredited clinical laboratory for required laboratory testing for health maintenance, occupational examination and occupational injury or illness programs.
 - Maintain a CLIA certificate for waived laboratory tests.
 - Arrange for laboratory specimens to be picked up daily and results transmitted to the OMP clinic electronically and by hard copy.
 - Ensure the confidentiality of the electronically transmitted laboratory results, e.g., secured fax machine.
 - Ensure the specimen preparation and handling procedures are managed according to the laboratory specifications.
 - Provide or contract out for x-ray services.
 - Ensure all x-rays are read by an American Board Certified Radiologist and asbestos-related chest x-rays must be read by "B" readers in compliance with OSHA standards.
 - Ensure x-ray film and written report are delivered to the OMP clinic and become property of the government.
- Drug Enforcement Administration (DEA) Registration
 - If needed for Center operations, maintain a current DEA registration to order, prescribe and administer controlled substances under the Center auspices.
 - If required, manage the ordering, prescribing, storage, disposal, and administration of Center required controlled substances in accordance with applicable State, Federal, and NASA regulations.
- Interagency/Agency Meetings
 - Support and encourage physician, nursing and administrative personnel to attend the NASA OMP Conference and other meetings, ViTS, seminars or trainings in order to maintain medical and professional competency.
- Standard Operating Procedures
 - Develop or update as needed written Standard Operating Procedures (SOPs) for the clinic.
 - Manage the establishment and periodic review of Standard Operating Procedures (SOPs).

- Address methods, procedures, equipment and training to be used to complete requirements of the SOW.
- Ensure all staff members are trained in the SOPs and have knowledge of and access to their location at all times.
- Where existing SOP's have been developed, NASA will make them available during phase-in of a contract.

D. Staffing

The contractor will procure and maintain Indemnification and Medical Liability Insurance for all professional health care providers. A physician must serve as the center Medical Review Officer (MRO) for the NASA Drug Free Workplace Program after documentation of certification and approval by Agency Medical Review Officer.

Physicians shall meet all NASA credentialing and privileging requirements as adopted. Physicians, nurses, and nurse practitioners must have current certification in Advanced Cardiac Life Support (ACLS). Experience in the field of occupational health and Certified Occupational Health Nurse (COHN) is preferred for Nurse Practitioners. If flight physicals are administered, at least one physician must have current certification as a Federal Aviation Administration (FAA) Examiner for Class I, II and III flight physicals.

Other Occupational Health staff such as x-ray and laboratory technicians, if dictated by the contract, must be graduates of an accredited school, registered in accordance with state requirements and be current on Basic Life Support (BLS).

E. Management of Medical Records

- The Contractor is responsible for the maintenance of accurate and complete medical records of patients for NASA.
- The Contractor will maintain an accurate and complete electronic database of patient records as specified by NASA.
- NASA is responsible for assuring that the employee medical records are secured and confidentially maintained. Records must be maintained in accordance the following (most current revision):
 - Privacy Act 1974
 - NPD 1382.17E Privacy Act System of Records (NASA 10HIMS)
 - OSHA record keeping regulations
 - HIPAA regulations
 - NASA communication requirements
- The information contained in the employee medical record shall be sufficient to provide data for use in job placement, to establish health maintenance, for treatment and rehabilitation, for use in epidemiological studies, and to help management with program evaluation and improvement.
- Medical records shall be disposed of in accordance with the NASA Record Disposal Schedule and the Privacy Act of 1974.
- The medical records (written and electronic) developed during past contract years will be transferred to the new contractor and shall be subject to the clause entitled "Installation Provided Government Property".

- All medical records (both hard copy and electronic records) shall remain the property of the Government.
- The Government will advise the contractor as to how the records shall be maintained and stored.
- Access to and copies of employees' medical records are permitted upon receipt of a signed release by the employee or receipt of a notarized designation by the employee or third party.
- Medical records (both hard copy and electronic) will be available for Agency Medical quality control review.

F. Reports

The contractor will have an in house system to track cases, occupational health services, service types, diagnostic codes and outcomes data to provide reports as required. Reports must be prepared in accordance with laws, policies and regulations concerning patient confidentiality.

Summary statistics will be made available centrally and periodically to the OCHMO.

G. Performance Metrics

The Contracting Office Technical Representative (COTR) and the contractor determine the metrics for the overall performance and provide metrics for Agency needs. The metrics shall meet NASA's requirements and must include all elements of the contract. Suggested metrics include customer satisfaction, clinic wait times, accuracy and timeliness of reports and timeliness of completing medical monitoring and job certification examinations.

Model Statement of Work

2. Employee Assistance Program

A. Purpose

It is NASA policy to offer a comprehensive Employee Assistance Program (EAP) that meets the provisions of *NPD 1830.1B, NASA Employee Assistance Program*. The NASA Occupational Health Program (OHP) EAP is a confidential, diagnostic and educational program providing assessment, short-term counseling and referral services free of charge for NASA employees, their families, and contractors where applicable. The EAP helps employees, their spouse, family members living in the employee's household, and other legal dependents with assistance in the areas of:

- Work-related issues
- Family or personal relationship issues
- Stress-related illness
- Alcohol and substance abuse problems
- Psychological and psychiatric disorders
- Grief and loss
- Legal or financial concerns
- Other issues (e.g., care of elderly parents, retirement)

B. Program Goal

EAP services are available to assist NASA employees and their families with issues that adversely impact the employee's job performance. The goal of the program is to restore the employee's job performance to the fullest level of functioning by utilizing therapeutic services. In doing so, the program will maintain and improve workplace productivity, and decrease absenteeism, staff turnover, accidents, and friction between employees. The program ensures that those utilizing the NASA EAP receive the same consideration and offer of psychological assistance extended to employees having other health-related problems or illnesses. In order to reach these goals, the objectives of EAP services include:

- Increase employee awareness of the availability, nature, and scope of EAP services through periodic training.
- Provide managers with periodic training and education to:
 - Review the nature, scope and accessibility of the EAP services
 - Review manager's responsibilities to employees
 - Review how to address issues such as identifying poor work performance and confronting a troubled employee
 - Discuss the benefits of early detection and referral
 - Emphasize their role in using EAP as a management tool to assist employees with job performance issues, behavioral problems or excessive absenteeism
- Assist employees in returning to their position and job duties at the level required in their job description.

C. Statement of Functions and Requirements

The EAP Program provides assessment, short term individual counseling, referral services, group interventions and management consultations in compliance with confidentiality requirements and professional ethical standards. The EAP services contractor will:

- Provide services for employees both on and off-site, with a minimum availability of 8 AM to 5 PM, Monday through Friday.
- Provide emergency EAP consultations that are available 24 hours per day, seven (7) days a week. This will include access to a psychiatrist.
- Provide EAP services by employee or family self-referral, management referral, OHP clinic referral, organizational requests or EAP Administrator/ Contracting Office Technical Representative (COTR) referral.
- Associate with and have access to a hospital, detox/care unit. If available, several facilities in a variety of cost categories shall be identified in order to place the employee in a treatment plan that best meets their health insurance, financial status, and social situation needs.
- Offer short-term counseling, generally recognized as up to five (5) visits per problem, to employees and their families. The EAP counselor determines the appropriate number of visits on a case-by-case basis. In unusual cases, such as substance abuse or formal management referrals, the counselor may determine the appropriateness of greater than five (5) visits.
- Assist in identifying, selecting, and contacting qualified treatment providers. A cost effective and appropriate level of care will be recommended to the employee or family member. Treatment costs are the responsibility of the employee.
- Maintain a follow-up process to monitor the employee's progress.
- Conduct return to work interviews on all cases that were referred by management.
- Consult or refer employees to an OHP clinic physician when the return to work involves medical issues.
- Provide follow-up on management-referred cases to assist employee with effective readjustment to the workplace after receiving treatment for problems such as mental health, personal and social adjustment, and alcohol/substance abuse.
- Select and maintain a community referral list, with a wide range of professional providers and professional services, for employee and family referrals.
- Periodically review/evaluate outside services rendered and update the referral list.
- Provide management consultation in a variety of areas such as violence in the work place, stress, and conflict.
- Provide consultation to management on Drug-Free Workplace issues.
- Provide consultation to the EAP Administrator/COTR on all aspects of the program including planning, promotion, training and evaluation.
- Consult and provide education on violence prevention to management and organizations.
- Participate on committees and in meetings to clarify and promote the Employee Assistance Program as requested by the EAP Administrator.

- Facilitate and/or coordinate the implementation and scheduling of health related support group meetings.
- Provide a wide range of appropriate educational materials for distribution and posting.
- Provide informational sessions, workshops and seminars on a wide range of topics at the request of the EAP Administrator/COTR or an organization.
- Respond by providing crisis management for disaster and emergency situations. Additional resources for Critical Incident Stress Debriefing (CISD) in the community will be identified and made available, as appropriate, in a crisis situation.

D. Staffing

Each EAP counselor shall have a minimal education level of a Masters degree in an accredited mental health field (e.g., clinical psychology, social work). The counselor shall be licensed in the State of practice and maintain the license throughout the contract. Experience in counseling, with a minimum of 1000 cases, management consultation, and drug and alcohol assessment expertise is required. Certification as an Employee Assistance Professional (CEAP) is a preferred credential. The Contractor will provide malpractice insurance coverage.

Staffing levels must follow EAPA, with a minimum of one (1) counselor per 2 to 4,000 employees.

E. Management of Records

- EAP records (both hard copy and electronic) are the property of NASA.
- The EAP counselor is responsible for the maintenance of EAP records and for assuring the confidentiality of records at both on-site and off-site locations. Records must be double-locked and maintained in accordance with the following:
 - Privacy Act 1974
 - NPD 1382.17G, NASA Privacy Policy (NASA 10HIMS)
 - NPD 1830.1B, NASA Employee Assistance Program
 - Subsequent replacements of the above documents
- Voluntary referral records must be kept two years; mandatory referral records must be kept five years.

F. Reports

The EAP will have an in-house system to track case demographics, cases, and outcome data. The EAP counselor will provide statistical and aggregate data reports to the EAP Administrator on a monthly and annual basis. Reports must be prepared in accordance with laws, policies and regulations concerning patient confidentiality. The following individual case demographics will be tracked and reported:

- Relationship to employee
- Marital status
- Age
- Gender
- General job category (employee)

The utilization and outcomes report will include:

- Aggregate Data:
 - Total number of open cases
 - Total number of closed cases
 - Number of management referral cases and outcome (completion or non-completion of prescribed treatment)
- Individual Data:
 - Date of the initial employee/family contact
 - Date of the first appointment
 - Treatment concern
 - Referral source

All group interventions will be reported to the EAP Administrator monthly and annually. The following data will be tracked and reported:

- Type(s) of EAP orientations, trainings, workshops, or seminars
- Date(s) of intervention
- Number of participants

The EAP counselor will provide verbal and written communication with the EAP Administrator/COTR to aid exchange of information on program, status, and visibility. The EAP counselor will keep the EAP Administrator/COTR informed regarding the management of any workplace crisis. This will include a summary of assessments, interventions and outcomes.

Program quality assurance shall be maintained via an internal annual records review. Records shall be made available for periodic required Agency quality assurance reviews.

G. Performance Metrics

The COTR and the contractor determine the metrics for the overall performance and provide metrics for Agency needs. The metrics shall meet NASA's requirements and must include all elements of the contract. Suggested metrics include customer satisfaction, response times, accuracy and timeliness of reports and delivery of required orientations.

Model Statement of Work

3. Environmental Health Program (Industrial Hygiene)

A. Purpose

It is NASA policy to provide a comprehensive industrial hygiene program that and meets the provisions of *NPD 1820.1B, NASA Environmental Health Program*. Environmental Health (EH) consists primarily of the disciplines of industrial hygiene, health physics (ionizing and non-ionizing radiation) and food sanitation. The EH function encompasses the recognition, evaluation, and control of those occupational and environmental hazards or stresses, arising in or from the workplace that may cause illness, discomfort, or potential impairment of health and well being. This SOW ensures that each NASA center protects the health of NASA employees to the greatest extent possible and is in compliance with all applicable regulations.

B. Program Goal

The contractor shall ensure this purpose through the continuing development, maintenance, implementation and application of an EH program which:

- Ensures that all employees will be provided with a healthful workplace environment that is free from ergonomic stresses and harmful levels of exposure to toxic or hazardous chemical, physical, and biological agents, which may result in illness, serious physical injury, or even death.
- Complies with all Federal standards/requirements pertinent to workplace hazards. In the event of conflicting standards or regulations, the most protective ones for employees will be met.
- Maintains and utilizes an inventory of chemical and physical potential health hazards/agents in all NASA workplaces to ensure that hazardous agents are tracked and to minimize usage and storage of such agents whenever feasible.
- Reviews contracts and work orders to ensure that necessary health hazard controls are included and reviews purchase requests for hazardous new materials (including new applications and uses) or otherwise monitors the issuance and use of hazardous new materials.
- Provides appropriate assistance to staff (e.g., safety and environmental) and line organizations (e.g., engineering, program, and procurement) to ensure the incorporation of protective health measures in new equipment, emergency response processes, and facilities or in modifications to existing ones.
- Employs sufficient and pertinent exposure-monitoring techniques to ensure compliance and conformity with environmental health standards and guidelines.
- Recommends techniques or methods for hazard abatement where exposures are found to be excessive.
- Develops plans and procedures, and conducts center reviews to determine the effectiveness of environmental health programs.
- Conducts annual inspections of all facilities, operations and work areas to identify and evaluate potential health hazards, including biological agents.
- Provides health hazard training as required.
- Responds expeditiously to employee complaints and tracks until resolved.

C. Statement of Functions and Requirements

The EH Program requirements for Federal departments and agencies, and for private industry employees, including those who support government operations, are established by the Occupational Safety and Health Act (OSHA) of 1970, Executive Order 12196 (dated Feb. 26, 1980), and Title 29 of the Code of Federal Regulations (CFR), Part 1960, 1910 and 1926. The contractor shall be responsible for implementing the provisions of these regulations and implementing programs as they apply to EH. The contractor shall also implement all other Codes of Federal Regulations, where applicable. The EH program shall be guided by all applicable NASA policies and procedures, applicable Federal and State regulations, and national standards (e.g. ACGIH, ANSI, and ASHRAE) as stated in NPD 1820.1B as well as center policy.

The contractor shall be responsible for continually reviewing applicable regulations affecting EH. The contractor shall be responsible for developing and implementing programs to comply with the above requirements for civil servant and qualified contractor employees. The contractor shall effectively implement the EH program. This includes providing administrative controls and provisions relating to organization and management, procedures, and recordkeeping; and developing/recommending appropriate policies and procedures to ensure safe operations. The contractor shall implement a comprehensive EH Program taking into consideration the unique processes/situations applicable to the specific NASA site. In support of that effort the contractor shall perform the following tasks:

- Provide an initial comprehensive exposure assessment to identify, evaluate, and control chemical, physical, or biological agents that may be encountered in the work environment and to determine compliance with applicable rules and regulations for personnel exposure to such agents. This comprehensive assessment shall accomplish within 90 days of contract authority to proceed.
- Provide ongoing surveys, studies, investigations, and follow-up to identify, evaluate, and control chemical, physical, or biological agents that may be encountered in the work environment and to determine compliance with applicable rules and regulations for personnel exposure to such agents. This effort shall be proactive and conducted cooperatively with other contractors, as appropriate, to accomplish these functions.
- Investigate employee potential exposures to chemical, physical, or biological agents based on such things as Occupational Medicine (OM) examination findings, exposure assessments, employee complaints, etc. Whenever possible, investigation shall be conducted within 2 hours of receipt of notification.
- Investigate employee complaints of potentially life threatening workplace hazards immediately and investigate all other workplace hazards no later than 3 working days of receipt of complaint. The EH contractor shall coordinate with safety, medical, facilities management, and engineering staff (as appropriate) to resolve issues.
- Investigate reported indoor air quality complaints within 10 working days of receipt of complaint.

- Provide specialized support services to center operations; provide EH standby support, as requested, in areas that have a potential health hazard due to the nature of the operation in progress.
- Review identified hazardous operations and procedures to determine and document the adequacy of preventive measures and controls, and ensure compliance with applicable Federal and NASA regulations and requirements.
- Conduct field audits in the following situations: 1) as a follow-up when noncompliance conditions were previously identified; 2) by random inspection; 3) on notification of possible noncompliance conditions through employee complaints; 4) as part of mishap investigations; or 5) as scheduled by appropriate Government officials.
- Provide EH monitoring services to sample and analyze air contaminants (gases, vapors, dusts, fumes, mists, fibers, and smoke) using recognized real-time measurement techniques and time-weighted sampling methodologies requiring subsequent laboratory analysis. All sampling shall be performed using a recognized sampling method such as NIOSH, OSHA, etc. Monitoring of microbiological materials (e.g., fungi and bacteria) shall also be provided.
- Ensure that EH laboratory services to support IH surveys and audits are accredited by the American Industrial Hygiene Association (AIHA). This includes equipment and professional analytical services for sampling and monitoring of microbiological materials (e.g., bacteria, and fungi).
- For asbestos samples, the contractor shall ensure evaluation of bulk materials that contain or are suspected to contain asbestos by polarized light microscopy (PLM). The analytical laboratory shall be accredited by the National Institute of Standards and Technology/National Volunteer Laboratory Accreditation Program (NIST/NVLAP) to analyze asbestos by PLM. Conduct a follow-on evaluation of questionable bulk samples by other appropriate analytical techniques (such as x-ray diffraction, scanning or transmission electron microscopy).
- Ensure that analytical services for phase contrast microscopy (PCM) are performed in accordance with regulatory protocol and that the analysis capability is eligible for accreditation by the AIHA. Conduct follow-up analysis of questionable samples.
- Provide EH consultations that may include monitoring to evaluate and analyze physical hazards such as temperature extremes, illumination, ergonomic issues, and noise using real-time and time-averaged sampling methodologies.
- Conduct annual workplace EH inspections to address occupational issues in all facilities. Inspections shall include, but are not limited to, the review of chemical use, employee chemical exposure, and the review of contractor written health programs (this shall include all NASA contractors including those who have their own Occupational Health Programs). A written report shall be provided to the Office of the Chief Health and Medical Officer (OCHMO).
- Implement an exhaust ventilation system testing program to include an inventory of all ventilation systems used to control hazardous air contaminants generated by hazardous operations and processes.
- Implement a hearing conservation program to include a written program, engineering controls, personal hearing protection, administrative controls,

exposure monitoring, medical monitoring, audiometric testing, employee training, and record keeping in accordance with NPR 1800.1 and OSHA 1910.95, Occupational Noise Exposure.

- Implement a respiratory protection program to include a written program, engineering controls, personal respiratory protection, administrative controls, exposure monitoring, medical monitoring, pulmonary function testing, employee training, and record keeping in accordance with NPR 1800.1 and OSHA 1910.134, Respiratory Protection.
- Implement an effective ergonomics program aimed at the identification and prevention of musculoskeletal disorders (MSDs). The program shall include a written program, engineering controls, administrative controls, exposure assessment, and employee training, in accordance with NPR 1800.1.
- Implement and conduct a confined space program to include an inventory of all confined spaces, hazard assessments for each type of confined space, specific requirements for entry and work based on the hazards identified, and management of the confined space permit entry system. Perform an annual confined space program evaluation.
- Implement an asbestos abatement monitoring program to include bulk sampling and analysis of suspect asbestos containing materials (ACM), facility surveys and inspections to identify suspect ACM, hazard (risk) analysis of facilities where ACM is present, assessment of written asbestos abatement procedures, pre-abatement inspections, surveys and audits of asbestos abatement operations, and clearance level air monitoring for all abatement projects.
- Work with Occupational Medicine (OM) to provide employee exposure monitoring data, including individual dosimeter monitoring results, for incorporation into employee medical records.
- Provide supportive, advisory services to NASA and their resident contractors in fulfillment of their Federal and State regulatory obligations related to EH.
- Review new and existing projects and facilities for industrial hygiene concerns, recommend appropriate controls, and work with NASA management, Resident Partner management, or other contract management as appropriate.
- Perform risk assessments for chemicals that do not have published exposure limits, and recommend appropriate controls.
- Act as the regulatory liaison for inspection activity as necessary.
- Participate in or lead safety and health forums and accident investigation boards chaired for single issues, a system hazard analysis, or extended tenures, such as respiratory protection committee or asbestos management committee.
- Meet as often as necessary with NASA and/or contractor employees and provide consultation on all types of industrial hygiene issues. Prepare briefing materials and meeting summaries as necessary.
- Participate as emergency response team members for Hazmat Levels A, B, C and D.
- Participate in emergency and non-emergency mitigation, abatement, cleanup and decontamination of hazardous materials such as lead and lead-based paint, asbestos, bloodborne pathogens and PCBs.

- Provide guidance and recommendations concerning selection, use and control of personal protective equipment (PPE).
- Maintain and calibrate sample collection and direct reading instrumentation used in evaluation studies of NASA work environs. Equipment maintained by EH may be loaned out for use by other NASA organizations with qualified industrial hygiene professionals.
- Respond in cases of emergency involving exposures or hazards that appear to be immediately dangerous to health or life. The contractor has the authority to request that the operation be stopped. The contractor shall immediately inform the NASA EH Contracting Officer or his authorized representative of the incident and provide recommendations to alleviate the emergency conditions.
- Provide an effective system for following up on IH recommendations and assuring appropriate closure of those recommendations.
- Provide program development, implementation, coordination and training for programs such as hearing conservation, respiratory protection, chemical hazard communication, confined space entry, gas detection, biohazards, lead, asbestos, mercury, formaldehyde, ethylene oxide, regulated carcinogens, indoor air quality, chemical hygiene programs, ventilation programs, sanitation inspections and other types of typical industrial hygiene programs.
- Provide industrial hygiene labels and signs as needed.
- Implement an effective food sanitation program that is preventive in nature. Programs shall conform to the principles of the Hazard Analysis Critical Control Point (HACCP) standard, the latest Food and Drug Administration (FDA) Food Code, and NPR 1800.1. The program shall provide for food handler inoculations for hepatitis A and tuberculosis, as well as for epidemiological investigations of foodborne disease.
- Inspect all food service facilities, including food-vending operations, to monitor compliance with applied sanitary practices and provide recommendations to the responsible operating organizations

D. Staffing

Each professional and technical member of the EH staff shall possess an academic degree in the discipline, or an equivalent combination of education and experience suitable to the responsibilities of their position.

At least one member of the staff shall be American Board of Industrial Hygiene (ABIH) Certified Industrial Hygienists (CIH). All industrial hygienists performing asbestos related functions as specified in the EPA Model Accreditation Program shall meet the Federal and State asbestos training requirements.

E. Management of Records

The contractor shall generate and maintain documentation for the EH program including reports for compliance requirements, and ensure that reports to customers clearly describe the work performed, including observations, findings, conclusions and recommendations. Contractor shall ensure that a copy of any exposure monitoring records, collected by

contractors other than the Industrial Hygiene Contractor, are collected and used for documentation as NASA exposure records, where appropriate.

Develop, implement, and/or maintain various integrated industrial hygiene databases for key programs (e.g., material safety data sheets, air monitoring data, hearing conservation/noise survey data, respiratory protection training, asbestos hazard assessment data). Data shall be maintained in data systems owned by the Government. All data, database systems, and database documentation obtained or developed during this contract must be provided to the Government upon request and in the format specified by the Government.

F. Reports

The Contractor shall provide, a monthly, or at specified intervals, activity report summarizing, at a minimum, tasks completed and tasks in progress. The contractor shall provide annual written reports, including inventory, trending, and statistical analysis to the Contracting Officer. Such reports include, but are not limited to, asbestos surveillance report, complaint log summary, industrial incident ergonomics survey report, chemical alarm report, exhaust ventilation report, health training summary, noise monitoring report, confined space program annual evaluation, annual walkthrough inspections indoor air quality summary report, and annual exposure assessment updates.

The contractor shall also compile, as directed, industrial hygiene documents needed for compliance with Federal, State and local regulations. In addition, the contractor shall prepare correspondence to be submitted to various regulatory agencies and/or to internal organizations or resident partners. The contractor shall also prepare reports and plans required by regulations. Environmental Health documentation must be kept organized at all times so that it can be made easily accessible for Government use

G. Performance Metrics

The Contracting Office Technical Representative and the contractor determine the metrics for the overall EH performance and provide metrics for Agency needs. The metrics shall meet NASA's requirements and must include all elements of the contract. Suggested metrics include quality of evaluations, timeliness of reports, accuracy, customer satisfaction with services required by the contract, and maintaining evaluation schedules.

Model Statement of Work

4. Environmental Health Program (Health Physics)

A. Purpose

It is NASA policy to provide a comprehensive Health Physics (HP) Program as part of the overall NASA Environmental Health Program that meets the provision of *NPD 1820.1A NASA Environmental Health Program*, and *NPR 1800.1 NASA Occupational Health Program Procedures*. The primary purpose of a NASA center HP Program is to exercise centralized control over the procurement, use, storage, transportation, and disposition of ionizing and non-ionizing radiation sources in order to limit the exposure of personnel, facilities, and the environment to levels of radiation that are As Low As Reasonably Achievable (ALARA).

B. Program Goal

The goals of the program are to protect the health of the public, astronauts and pilots, NASA workforce and high value property and equipment so that NASA's mission may be effectively met; and to administer a program that is in compliance with all applicable Federal, state, and local regulations. The contractor shall ensure these objectives throughout the continuing development, maintenance, implementation and application of a health physics program which:

- Ensures the use of all sources of radiation is performed in a manner that will minimize health and safety risk to users, center employees, center contractors, and the general public.
- Minimizes risk of damage or contamination of equipment from sources of nuclear radiation, and evaluating radiation hazards in order to protect personnel and facilities.
- Ensures a radiologically safe work environment for employees and other on-site contractors in accordance with all applicable standards.
- Ensures immediate investigation of all radiation mishaps (including near misses) and institution of immediate corrective action to prevent reoccurrence.
- Controls the release or disposal of radiation sources or radioactivity.
- Maintains an accurate inventory of, and accountability for, all sources of harmful radiation owned or operated by NASA or used on NASA property.

C. Statement of Functions and Requirements

The U.S. Nuclear Regulatory Commission (NRC) issues licenses which authorize handling of radioactive sources. These include radioactive sources and selected radiation producing devices. NRP 1800.1, provides requirements for the use and handling of all radioactive sources and radiation producing devices operated by NASA or NASA contractor personnel; or operated within areas of NASA jurisdiction. The contractor shall maintain complete records on each radioactive source encompassed by these licenses, and as required by NPR 1800.1. The contractor shall effectively implement and oversee the Health Physics (HP) Program. This includes providing administrative controls and provisions relating to organization and management, procedures, record keeping, material control, and accounting and a management review necessary to ensure safe operations.

The contractor shall provide a Radiation Safety Officer (RSO) to represent NASA on the NRC licenses. The Radiation Safety Officer shall serve as the Secretary to the Radiation Safety Committee. A Laser Safety Officer shall also be named.

The contractor shall implement a comprehensive HP Program in accordance with Center policy, and NPR 1800.1. In support of that effort the contractor shall:

- Identify and control radiological health hazards relating to all relevant sources of ionizing radiation and non-ionizing radiation.
- Maintain NRC Materials Licenses.
- Perform comprehensive surveys and submit reports of findings, conclusions, and recommendations. These surveys will provide a basis for issuance of authorizations for use of material or equipment that produces hazardous radiation.
- Perform inventory verification activities and area surveys and audits for all identified radiation sources in use or in storage.
- Perform evaluations, inspections, sampling, analysis, monitoring audits, and surveys to ensure compliance with NASA, and Federal regulations for issues related to radiation protection, including, but not limited to:
 - Ionizing radiation sources
 - Non-ionizing radiation sources
 - Selected radiological operations
- Maintain the personal ionizing radiation dosimeter program for normal operations to include technical management of vendor subcontract(s), establishment of dosimetry requirements for personnel, issuance of appropriate dosimetry, assessment and assignment of radiation dose, maintenance of exposure histories as required by applicable regulations, and provide technical expertise/support for specialized dosimetry applications, as required.
- Provide surveillance, monitoring, and technical support of all activities associated with the generation and processing of both single hazard and multi-hazard radioactive waste or radioactive mixed waste.
- Perform handling, collection, and temporary storage of single-hazard, low-level radioactive waste, including the operation and maintenance of a dedicated storage facility pending material disposal or disposition.
- Provide shipping and receiving, labeling, and supervision over local area transportation of radioactive material being shipped, in accordance with U.S. NRC regulations and Department of Transportation (DOT) regulations, as applicable.
- Maintain and operate appropriate health physics laboratory and field portable instrumentation in accordance with applicable U.S. NRC, State, and other consensus standards. Specific examples include:
 - Low-level alpha/beta simultaneous counting capable of detecting less than 0.005 microCuries of radioactive material
 - Gamma spectroscopy analysis (minimum 4,000-channel capability) with portable field data collection capability
 - Alpha spectroscopy analysis capability commensurate with commercially available technology

- Liquid Scintillation Counter
 - Radio Frequency Survey Instrumentation
- Ensure that all off-site calibration facilities utilized by the contractor have appropriate licenses. All laboratory analyses and calibrations shall conform to appropriate American National Standards Institute (ANSI) or other recognized standards. All laboratories conducting analyses of whole body dosimeters shall accreditation through the National Voluntary Lab Accreditation Program (NVLAP).
- Provide supportive and advisory services to NASA and their respective contractors regarding compliance with Federal and State regulatory requirements.
- Maintain radiological emergency response capability including personnel, equipment, instrumentation and supplies; conducting training exercises.
- Maintain appropriate State and or U.S. NRC licenses and registrations for radioactive materials and radiation producing machines.
- Maintain and support the NASA Broad Scope Radioactive Materials License; and support for the NASA Radiation Protection Committee meetings.
- Review proposals and provide analysis of radiation uses and plans for facilities and equipment related thereto. Identify and evaluate the health hazard aspects and submit a formal report of findings and recommendations. This shall include review of certain purchase requests, radiation use requests, and radiation work permits.
- Develop and provide training on radiation protection and safety procedures, including on-the-job training, for NASA or contractors, ionizing and non-ionizing radiation workers.
- Perform radio assay for identification and qualifications of radionuclides in biological specimens and potable water samples as furnished by the Occupational Medicine staff or the Industrial Hygiene staff.
- Perform malfunction analyses of radiological equipment and recommend corrective measures and repairs. Advise users on the operations, maintenance, and repair of radiological instrumentation and equipment. Minor maintenance will be performed. The manufacturer or other qualified source will perform major repair.
- Provide radiological health services and develop contingency plans for center operations involving radioactive material.
- Inspect/survey laboratories to ensure compliance with NRC regulations.
- Supply and distribute radiation caution signs, labels, notices, and instructions in accordance with Federal regulations.

D. Staffing

Each professional and technical member of the Health Physics staff shall possess an academic degree in the discipline or an equivalent combination of education and experience suitable to the responsibilities of their position.

At least one health physicist shall have American Board of Health Physics (ABHP) certification (comprehensive practice) or an equivalent level of training, education, and

experience. Each professional and technical member of the Health Physics staff (Assistant Health Physicist and Health Physics Specialists) shall be National Registry of Radiation Protection Technologist (NRRPT) certified or possess an equivalent level of training, education, and experience.

E. Management of Records

The contractor shall provide summary reports, as required, of all health physics activities, maintain all health physics documentation required by the NRC and NASA, document all NASA Radiation Protection Committee activities, and prepare correspondence required by regulatory agencies or NASA.

At a minimum, documentation will include data from all forms of employee monitoring, wipe testing, sealed source inventories, isotope records, bioassay records, air monitoring data, etc. Health Physics documentation must be kept organized at all times so that it can and made easily accessible for use by the Government.

F. Reports

The contractor shall prepare all Health Physics Program reports to external agencies or organizations as required by law, and submit in a timely manner to the Radiation Safety Officer for transmittal to the appropriate agency. The contractor shall also compile and complete all reporting requirements and correspondence for the NRC. In addition, the contractor shall prepare correspondence for submittal by NASA to other internal NASA organizations and resident partners.

G. Performance Metrics

The Contracting Office Technical Representative (COTR) and the contractor shall determine the metrics for the overall performance and provide metrics for Agency needs. The metrics shall meet NASA's requirements and shall include all elements of the contract. Suggested metrics include quality of evaluations, timeliness of reports, accuracy, customer satisfaction with services required by the contract, and maintaining evaluation schedules.

Model Statement of Work

5. Physical Fitness Program

A. Purpose

It is NASA policy to provide a broad scope of occupational health services for its employees (NPD 1800.2A, NASA Occupational Health Program). Physical Fitness is recognized as a significant contributor to enhancing and maintaining mental and physical health. . Since physically fit employees give better work performance and service which results in a better product, it is a recognized business practice to support and provide for physical fitness in the workplace. NASA endorses this philosophy.

B. Program Goal

A well-established Physical Fitness Program will help maintain optimal employee health on and off the job as well as to encourage healthful work habits.. NASA's goal towards achieving a workforce that is healthy and productive will be met through the following objectives:

- Information sharing and education through a variety of venues including pamphlets, newsletters, health screenings, lectures and personal training, with the underlying message that optimal health and fitness are achievable, in part, through regular physical exercise and screenings for early detection of disease.
- Collaboration and integration of the Fitness Center's program with all other aspects of NASA's Occupational Health Program such as, Environmental Health, Medicine, Nutrition and rehabilitation services.

Optimally, physical fitness services are available free of charge, at the work site, and with sufficient hours of operation so as to assure no interference with employee work responsibilities, but consonant with flexible work schedules.

C. Statement of Functions and Requirements

These services shall be compatible with the standards promulgated by the American College of Sports Medicine. The fitness facility shall be supervised by trained and certified professionals and monitored during all hours of operation.. These services include, but are not limited to:

- Development of individual and group programs based on emerging national level trends as well as Center driven data.
- Implementation of exercise prescriptions as ordered by the Occupational Medicine Program clinic.
- Surveillance of records to ensure up to date medical clearances for all participants.
- Delivery of timely medical services as appropriate, such as First Aid/CPR.
- Designation of a Medical Officer to ensure the delivery of quality emergency medical services, as appropriate.
- Documentation of proficiency in obtaining other sources of medical treatment and patient transport to a higher level of care.

- Administration of specific fitness programs, fitness screening/testing, and nutritional counseling. Examples may include fitness assessments, weight loss, blood pressure normalization, strength conditioning, rehabilitation, and Center wide group activities to promote physical activity.
- Provision of one on one attention and service to personnel who undertake medically prescribed fitness programs or regimens.
- Development of a program to attract new members and to encourage a regular pattern of participation by current and new members.
- Maintenance of participation records, to be used for monitoring employee progress, to study outcome measures and program effectiveness and to track, publicize, and promote the program.
- Maintenance of all exercise and emergency equipment.
- Maintenance of the physical fitness facility in a safe and aesthetic manner.
- Recommendation of new equipment purchases after researching safety and effectiveness.
- Collaboration and coordination of efforts across the disciplines that are involved in the NASA Occupational Health Program.

D. Staffing

The population size of the Center and size of the fitness facility determine the staffing level. Fitness staff employees must belong to one of following categories:

- Certified exercise physiologist(s) or personnel with equivalent experience (to manage the Physical Fitness Program).
- Additional exercise support personnel, with cross training (to assist the manager, as dictated by the Center work force and Facility usage).
- A physician to serve as the Medical Director (to provide program oversight and surveillance).
- Certified in first-aid and cardiopulmonary resuscitation (CPR) and trained in the use of automatic external defibrillators (AEDs).

E. Management of Records

Records will be maintained in the Physical Fitness Facility, within a secure area. Records contain confidential and personally identifiable information and are therefore subject to the provisions of the Privacy Act of 1974. Records are maintained for the purpose of:

- Verification of medical clearance.
- Program analysis and compilation of statistical data.
- Determination of individual baseline status and progress.
- Summary of any untoward incidents occurring during Facility use to include the response and patient outcome.

F. Reports

All necessary reports will be communicated through the chain of command to the appropriate source. The contractor and the Contracting Office Technical Representative (COTR) will discuss the required tracking elements. The contractor must have a system in place to trend any emerging patterns. Reports may be narrative or statistical in nature and are generally required on a monthly and an annual basis or as determined by the COTR. Reports must be prepared in accordance with laws, policies and regulations concerning confidentiality. It is optimal to present data in synergy with reports created by other divisions of OHP, such as Occupational Medicine. In this manner, the core effectiveness of the entire program is better demonstrated.

G. Performance Metrics

The Contracting Office Technical Representative and the contractor determine the metrics for the overall performance and provide metrics for Agency needs. The metrics shall meet NASA's requirements and must include all elements of the contract. Suggested metrics include customer satisfaction, equipment wait times, accuracy and timeliness of reports.